

Recognize and reward good contractor performance

Many programs used the information they gathered through their quality assurance efforts to recognize contractors that deliver consistent, high-quality work. Rewarding good contractor performance can help you build trust, strengthen partnerships, and boost workforce morale. You can incentivize contractors to work for these awards by posting them on your website, announcing them at awards ceremonies or other events, recognizing them in newsletters, and encouraging contractors to post the awards on their websites.

- To improve contractor morale and work quality, electric utility Arizona Public Service (APS) and Home Performance with ENERGY STAR program sponsor FSL Home Improvements developed annual Contractor of the Year awards to recognize their top five participating contractors, given for the first time in early 2017. These contractors receive marketing benefits including a Contractor of the Year program logo for their website and additional marketing support. The program had been monitoring contractors' work through quantitative metrics since 2012 and developed the quarterly scorecard as a tool to communicate contractor performance in 2016. These [scorecards](#) [1] show how contractors compare to anonymized top and bottom scoring companies, based on their quality of measure installation, scope of work, customer satisfaction, and energy savings achieved. The program calculates each score based on performance over the past four quarters in an effort to avoid overly penalizing a contractor for any one isolated issue that they subsequently address. Not only do these scores enable annual contractor recognition, they also allow the program to give contractors regular feedback and increase contractor accountability. This comparative scoring has fostered friendly competition among contractors. The program has seen increased interest from contractors on how to improve their scores.
- [Enhabit](#) [2], formerly Clean Energy Works Oregon, singled out its contractors quarterly with honors such as the "James Brown Award" for the contractor with the most completed upgrades and the "Promoter Award" for showing the greatest job growth from one quarter to the next.
- The annual Charlottesville, Virginia, [Local Energy Alliance Program](#) [3] (LEAP) "Blower Door Boss" award went to the contractor performing the most energy assessments while scoring the highest on customer surveys. The "Ruler of the Retrofits" title was bestowed on the company that scored the highest on customer feedback surveys and quality assurance reviews on home performance upgrades in Central Virginia.
- [Maryland's Be SMART program](#) [4] used awards and public recognition of accomplishments to help motivate home performance contractors that worked hard to realize significant energy savings. Be SMART gave awards to top performers that completed the most upgrades. The program presented awards for the greatest number of HVAC and home performance upgrades, the highest assessment-to-upgrade conversion rate, and the "Accuracy Award" for best rebate paperwork submission.

```
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function(){(i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o), m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m)})(window,document,'script','/www.google-analytics.com/analytics.js','ga'); ga('create', 'UA-43507104-20', 'auto', {'name': 'BBNP0'}); ga('BBNP0.send', 'pageview');ga('BBNP0.send', 'pageview'); var _gaq = _gaq || []; _gaq.push(['BBNP0._setAccount', 'UA-43507104-20']); jQuery(document).ready(function() { jQuery('body a[href$=".pdf"]').each(function() { jQuery(this).click(function() { var title = jQuery(this).attr('text'); _gaq.push(['BBNP0._trackEvent', 'PDF', 'Download', title]); }) });(function() { var so = document.createElement('script'); so.type = 'text/javascript'; so.async = true; so.src = 'https://rpsc.energy.gov/sites/all/modules/custom/pnnl_google_analytics/js/eere.js'; var s = document.getElementsByTagName('script')[0]; s.parentNode.insertBefore(so, s); })();
```

Source URL: <https://rpsc.energy.gov/tips-for-success/recognize-and-reward-good-contractor-performance>

Links

- [1] https://rpsc.energy.gov/sites/default/files/program-materials/C-1384_Scorecard%20sample.pdf
- [2] <https://enhabit.org/>
- [3] <http://leap-va.org/>
- [4] <http://energy.gov/eere/better-buildings-neighborhood-program/maryland>